

MARCH 2006

IN.gov REPORT CARD

PROGRESS NOTES

Portal Highlights

Portal Accesses Reach New Heights

In March, the portal saw **51.5 million** accesses – a new single-month record!

Department of Insurance Launches Medigap idoi.IN.gov

The Indiana Department of Insurance has launched Medigap, an unbiased resource to navigate the many options available from Indiana's supplemental insurance providers. Hoosiers can log on to the site to search for Medicare Supplemental Insurance (MediGap) policies based on age, sex, tobacco use and plan type.

ISP Enhances Recruiting Via New Online Screening Tool isp.IN.gov

The Indiana State Police launched an online version of the trooper preliminary application that helps narrow down viable candidates. The online form, in conjunction with a new recruitment campaign, brought in about 1,500 online applications to ISP. The new form saves ISP staff time and money for printing and shipping the applications and provides interested applicants with an easy-to-use online form.

REMARKS

DOR I-File

"The free filing service is wonderful! I was able to prepare my state taxes in 1/2 the time it took to do my federal (the old fashioned way). Keep up the great work with upgraded technology!!"

- Submitted by a Hoosier I-Filer

PERF Interactive

"PERF Interactive provides a great opportunity for members to check up on their personal information and keep their records with PERF up-to-date without having to complete paperwork or make phone calls. This is a great addition to the customer service that PERF provides."

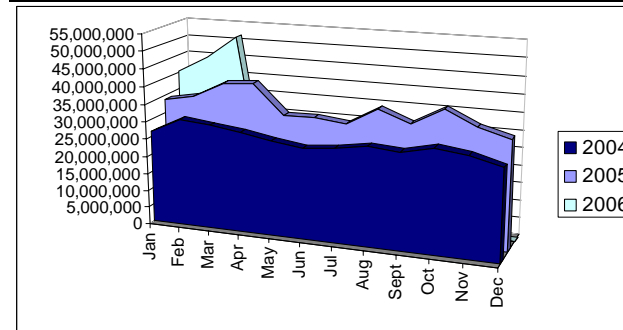
- Submitted by T. Wesner

MAKING THE GRADE

Accesses to IN.gov

Month	2006	% change/2005
March	51,590,516	+ 23%

Portal Access History



Most-Visited Agency Sites in March

1.	Indiana Legislature	5,469,371
2.	Attorney General	4,497,694
3.	Dept. of Revenue	4,444,060
4.	Unclaimed Property	4,266,780
5.	IN.gov Navigation Pages	3,200,668

Usage Statistics

Online Service	March 2006	Change/ '05
License Plate Renewal	53,583	+33%
Online Hunt/Trap/ Fish Licensing	11,925	+100%
Retail Point-of-Sale Hunt/Trap/ Fish Licensing	80,758	-23%
Campground Reservations	4,012	-8%
Prof. License Renewal	6,874	n/a
SOS UCC Filings	7,033	+9%
Lim. Criminal History	13,265	+22%

IN.gov Features

State Student Assistance Commission Updates eStudent Service ssaci.IN.gov



The State Student Commission of Indiana (SSACI) recently made enhancements to its online eStudent tool, which allows students to:

- view financial aid eligibility;
- view a history of grants, awards and scholarships received from the State;
- change first-choice college;
- update personal information and
- research issues that may prevent financial assistance.

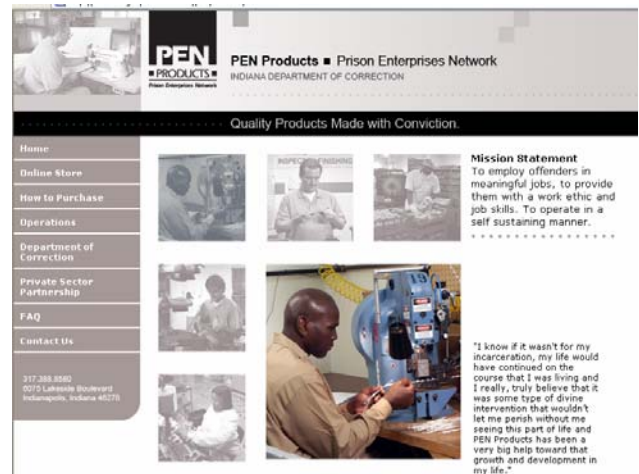
The updated eStudent features real-time data updates so any changes made to a student's account are reflected immediately. In addition, Financial Aid Offices (FAOs) also have access to students' history, contact information and program eligibility.

OEDD Makes Major Improvements to Site energy.IN.gov



The Office of Energy and Defense Development launched a vastly improved Web site in March. The new site focuses on the emerging trends of E85 and biodiesel (B20) fuels. Features include an interactive map showing where each fuel can be purchased in the State, how to apply for a grant to produce E85 or B20 and a preview of Indiana's new "Hoosier Home Grown Energy" Strategic Plan that will be available in May 2006.

DOC Launches PEN Products, Gives Inmates Responsibility penproducts.IN.gov



In late March, the Department of Correction launched its new PEN Products Web site, an online e-commerce service. The site offers everything from lounge furniture to food, all of which is produced by incarcerated Indiana offenders. Indiana government agencies have the option of using procurement numbers to place orders via the state procurement system.

Indiana Begins Countdown to 2006 State Fair statefair.IN.gov



The 150th Annual Indiana State Fair is just over 100 days away, or so says the counter on the updated Indiana State Fair Web site. The site is now easier on the eyes with all new graphics and better navigation so Hoosiers can find the information they need about the fair quickly and easily.

HISTORY LESSON

Quick IN.gov Facts

- **IN.gov** (*accessIndiana*) is the State's official Web portal.
- The portal has more than 300,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2005, portal accesses reached nearly **418 million**, averaging more than 34 million per month. This represents a **24 percent increase** in usage over 2004, during which accesses totaled more than 336 million.
- Portal accesses reached more than **51 million** – an all-time record – in March 2006.
- IN.gov adheres to strict privacy, security, and accessibility policies, which may be found at: IN.gov/ai/policies
- Everything you ever wanted to know about IN.gov can be found at (where else?) about.IN.gov, including statistics, business model information, portal services for government partners, a media center and success stories.

Awards & Recognition

- *accessIndiana* placed **3rd** in the Center for Digital Government's 2005 **Best of the Web**
- *accessIndiana* placed **2nd** in the Center for Digital Government's 2004 **Best of the Web**
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

IN.gov Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (IN.gov/webaddress) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, **HR.IN.gov** was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 18 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- Indiana Interactive employs 29 full-time staff, with 2004 operating expenses of about \$2.8 million, of which none were appropriated through the General Assembly.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.